

Coordinated Transportation System 2004 Annual Report



Office of Facilities and Support Services
Transportation Services Section

TABLE OF CONTENTS

Executive Summary.....	3
Background.....	4
Regional Transportation Planning Team	4
System Overview	5
Transportation Network Structure.....	5
• Figure 1 - DHR Organizational Chart.....	6
• Figure 2 - Coordinated System Org Chart.....	7
Regional Transportation Coordinator	8
Trip Allocation Process.....	8
• Figure 3 - State Map Designating Service	9
Regional Transportation Coordinating Committee.....	10
Service Operations	11
System Funding	11
Revenue Contracts	12
• Figure 4 – FY04 Fund Sources	13
• Figure 5 – Expenses by Divisions (00-04)	13
• Figure 6 – System Expenditures (00-04).....	14
• Figure 7 – Total Annual Costs Per Client (00-04).....	14
• Figure 8 – Cost Per Trip (00-04; 05 Projected)	15
• Figure 9 – Number of Trips by Division	15
• Figure 10 – Total DHR Trips (00-04)	16
• Figure 11 – Number of Clients Served by Division.....	16
• Figure 12 – Number of Clients Served in DHR.....	17
Vehicle Information	18
• Figure 13 – DHR vehicle information	18
• Figure 14 – DHR coordinated transportation vehicle information.....	18
Appendix 1 – Needs Assessment Data	19-20
• Figure 15 – Essential Core Trips for Aging	21
• Figure 16 – Essential Core Trips for DFCS	21
• Figure 17 – Essential Core Trips for MHDDAD	22
• Figure 18 – Essential Core Trips for CSE/Fatherhood.....	22
• Figure 19 – Essential Core Trips for Public Health	22
• Figure 20 – Needs Assessment Client Data	23
• Figure 21 – Needs Assessment Cost Data	23
• Figure 22 – Needs Assessment Trip Data	23
Appendix 2 – “United We Ride” Program	24-25

Georgia Department of Human Resources

Coordinated Transportation System – 2004 Annual Report

Executive Summary

The Georgia Department of Human Resources' (DHR) transportation system is designed to meet the specialized transportation needs of DHR clients who are elderly, mentally/physically disabled and/or low-income individuals. The goal is to provide transportation for these clients in a safe, efficient and cost-effective manner, allowing those clients to access essential services provided by the Department.

The transportation program is administered through DHR's Office of Facilities and Support Services (OFSS), Transportation Services Section (TSS). The TSS is responsible for overall system management, development of policies that ensure quality services, technical assistance, establishment of a data system for program monitoring, an evaluation program for determining effectiveness, and development of a statewide public relations plan. Actual services are provided through contracts for services in each area. Contractors may be a state, county, non-profit, regional government entity or private for-profit vendor. Transportation services are made available twenty-four (24) hours per day, seven (7) days per week. Core hours are between the hours of 6:00 am and 6:00 pm, Monday through Friday. Contractors also provide scheduled trips beyond these core hours and days when necessary to meet the needs of DHR consumers.

To facilitate delivery of transportation services, the state of Georgia is divided into twelve transportation regions. A Regional Transportation Coordinator (RTC) is assigned responsibility for one or more of the regions and each region has a staffed Regional Transportation Office (RTO). The Regional Transportation Office staff, in concert with a Regional Transportation Coordinating Committee (RTCC), which includes representatives from DHR divisions as well as other interested parties, is responsible for transportation planning. The RTO staff members are the regional system representatives who insure the system functions properly. At a minimum, the RTO staff holds informational meetings, as needed, with local providers and each DHR division. The RTO staff is the point of contact with the program divisions in each area and work with regional managers to effectively plan for each region's transportation needs.

For detailed information regarding DHR's Coordinated Transportation System, including funding information, trip data and numbers of clients served, please see the Coordinated Transportation System FY2004 Annual Report, accessible via this link: .

Department of Human Resources (DHR) Coordinated Transportation System

Background

DHR initiated several studies and task forces in the mid 1990s, upon recognizing the importance of transportation in linking people with services and opportunities. During this time, based on recommendations that came from these studies and task forces, DHR began to reorganize its transportation services in a move towards developing a statewide transportation system. Currently, DHR's transportation system is designed to meet the specialized transportation needs of DHR clients who are elderly, mentally/physically disabled and/or low-income individuals. The goal is to provide transportation for these clients in a safe, efficient and cost-effective manner, allowing those clients to access essential services provided by the Department.

DHR's coordinated transportation system began in 1995 with five pilot projects (total budget \$300,000) and has grown to provide some services in all of Georgia's 159 counties. As of July 1, 2004, transportation services are provided to clients served by the Divisions of Aging Services, Mental Health/Developmental Disabilities/Addictive Diseases (MHDDAD) and Family and Children Services (DFCS). A minimal number of trips are provided to the Division of Public Health.

Regional Transportation Planning Team

In October 1997, under the leadership of DHR Commissioner Tommy Olmstead, a group was formed to actually design a unified system for the Department. The members of the group were from the five divisions (Rehabilitation Services has since been moved to the Department of Labor), the Association County Commissioners of Georgia (ACCG), Office of Planning Budget Services (OPBS), and the Office of Technology and Support (now Office of Facilities and Support Services). The goals for the group were:

Client Services - "Develop a regional transportation system that insures the availability of a flexible, efficient, cost effective and quality transportation services that assist DHR customers in achieving healthy, independent and self-sufficient lives."

Provision of Services - "The system will be coordinated statewide, include regional planning, and implementation will be within a state established framework and effectively utilize resources."

Resources - "Identify all resources (current and potential) relative to transportation of DHR clients. Identify costs relative to transportation of DHR clients. Develop a plan that coordinates and maximizes these resources."

Communications/Marketing - "Develop a network of communication that addresses customer input, public awareness and education, and interagency and intra-agency coordination that lead to political and stakeholder support."

The work done by this group became the foundation for DHR's current Coordinated Transportation System.

System Overview

The Coordinated Transportation System was officially begun in FY 1999 with the start-up of four regions (DHR regions 1, 4, 5 and 10). The system has grown from the 1995 pilot project mentioned above. The initial goal was:

"Transportation systems will be designed locally with the help of Regional Transportation Offices located within each region. Input will be gathered from Regional Transportation Coordinating Committees composed of representatives from each DHR division. Each committee will identify local service needs and provide information, advice, direction and support to the Regional Transportation Office. Unified transportation will improve and expand service to elderly, the disabled, and transportation disadvantaged, as well as create a more efficient effective way to mobilize our consumers."

Today's system is still in a stage of evolution as some selected areas of the state have yet to see full system fielding and funding. However, most of the state is covered by the system.

Transportation Network Structure

The transportation program is administered through DHR's Office of Facilities and Support Services, Transportation Services Section (TSS). The TSS is responsible for overall system management, development of policies that ensure quality services, technical assistance, establishment of a data system for program monitoring, an evaluation program for determining effectiveness, and development of a statewide public relations plan. Actual services are provided through contracts for services in each area. Contractors may be a state, county, non-profit, regional government entity or private for-profit vendor. The organizational structure of the Department and the system is shown on pages 5 and 6.

Figure 1
State of Georgia
Department of Human Resources

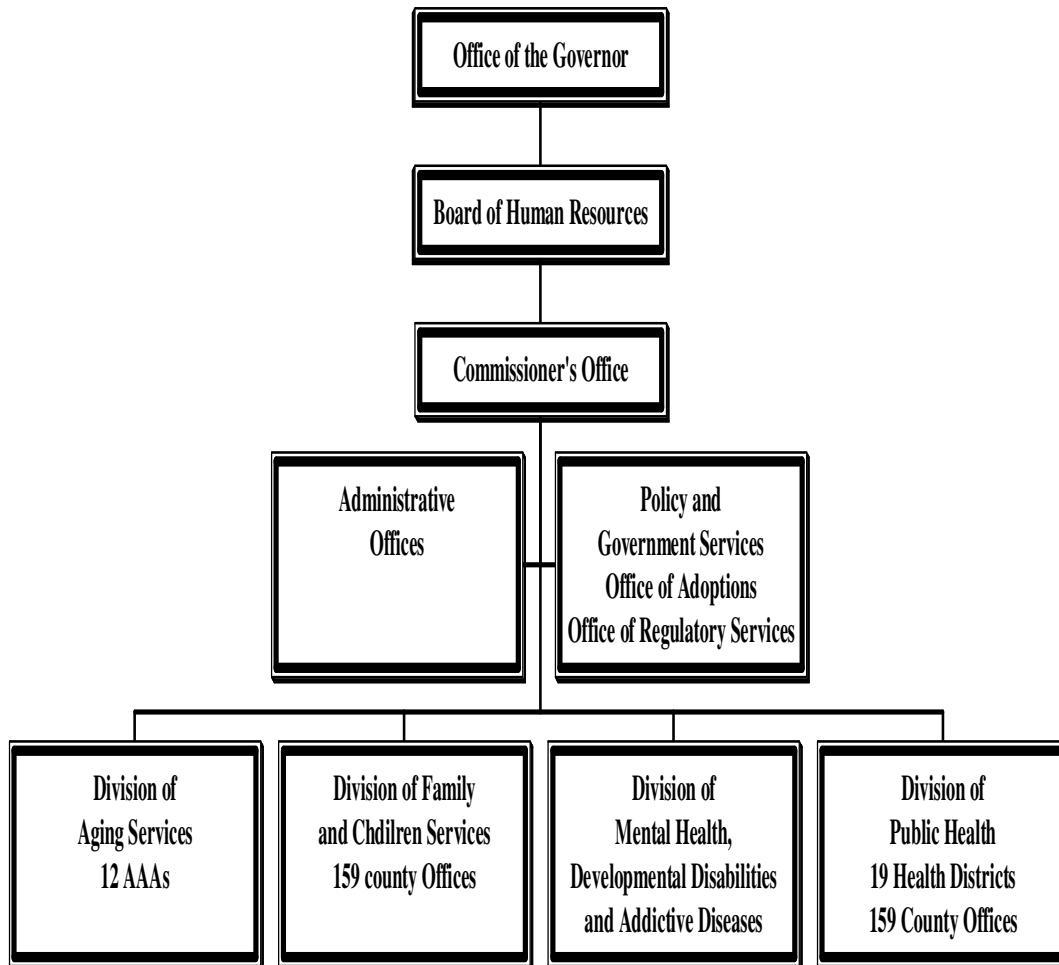
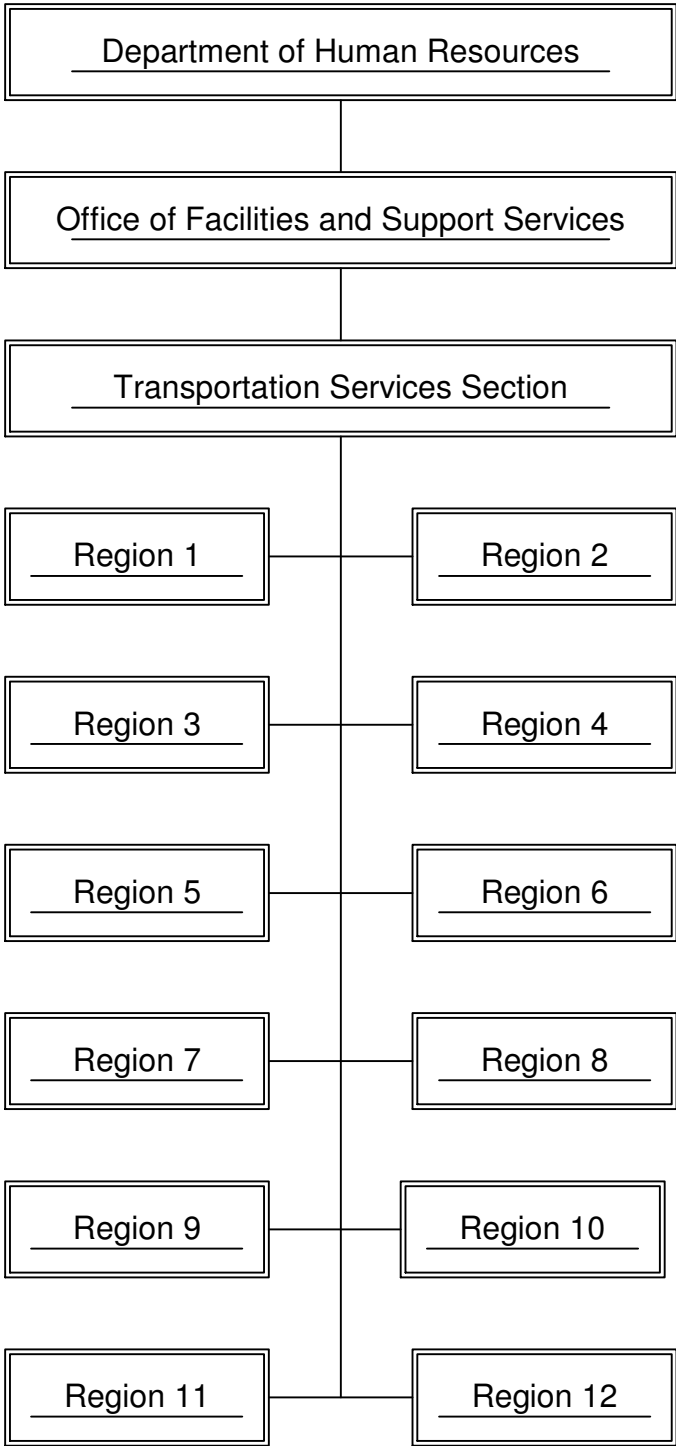


Figure 2
Coordinated Transportation System
Organizational Chart



Regional Transportation Coordinator (RTC) and Regional Transportation Offices (RTO)

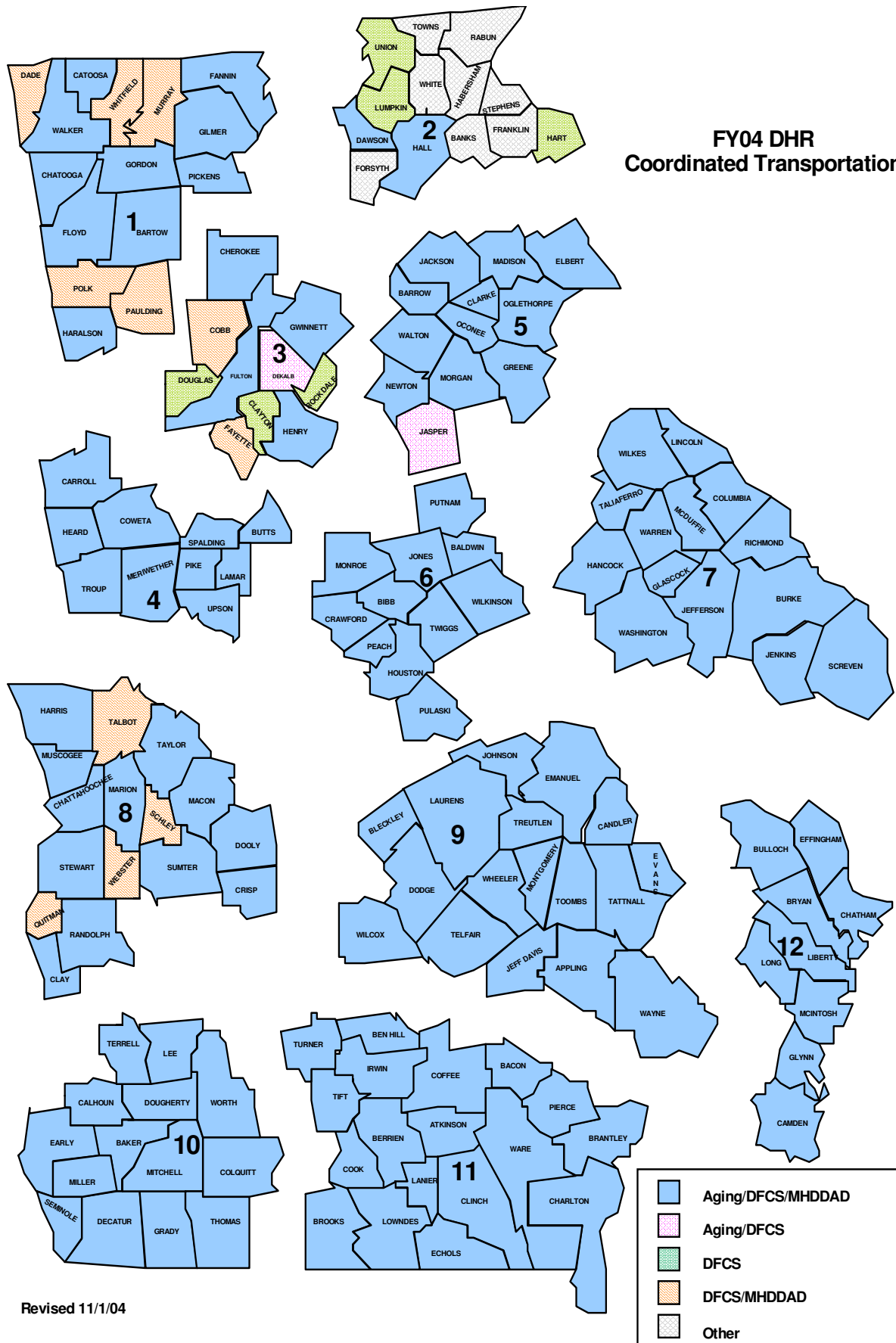
An RTC is assigned responsibility for one or more of the 12 transportation regions and Regional Transportation Offices in the state (see Figure 3 for regional map). The Regional Transportation Office staff, in concert with a Regional Transportation Coordinating Committee (RTCC), is responsible for transportation planning. The RTO staff members are the regional system representatives who insure the system functions properly. At a minimum, the RTO staff holds informational meetings, as needed, with local providers and each DHR division. The primary functions of the RTO are:

- Coordinates transportation services, compiles reports and addresses issues within each region.
- Performs site visits to the contractors in their assigned region(s) to monitor contract compliance and to provide technical assistance to contractors.
- Conducts periodic reviews without notification. These unannounced reviews may include, but are not limited to, vehicle inspections; riding randomly selected routes; and interviewing clients.
- Conducts annual needs assessments to determine requirements for the system.
- Develops service specifications and insures quality service.
- Monitors vehicle usage and provides oversight and guidance on procurement and disposal for each region.

Trip Allocation Process

To facilitate delivery of transportation services, the State of Georgia is divided into twelve transportation regions, as illustrated in Figure 3. The RTO staff is the point of contact with the program divisions in each area and work with regional managers to effectively plan for each region's transportation needs.

FY04 DHR Coordinated Transportation



Revised 11/1/04

The RTO staff also play a key role in the trip allocation process each year, as outlined below:

- Program divisions decide before the beginning of the fiscal year what funds will be transferred to the transportation budget, if any, to support client transportation requirements.
- Funding allocations are developed for each program division based on the available budget. For example, each division may transfer funds to the transportation budget, or have federal funds allocated directly to the transportation budget or identify the state and federal funds in the base budget for use in the transportation budget.
- The program divisions decide how funding is allocated to support their client populations based on negotiated or projected rates (cost per trip or unit) within contracts for each region.
- These requirements are transmitted to the divisions' respective regional managers who develop plans in coordination with the RTO staff. The plans are developed taking in consideration available budget, cost per trip or unit for that region, clients to be served, and the types of trips needed to meet client needs.
- RTO staff and regional managers finalize plans and submit requirements to the state office.

Regional Transportation Coordinating Committee (RTCC)

The purpose of the RTCC is to provide local information, advice, direction, and support to the Regional Coordinator. At a minimum, an RTCC includes the following (or their designated representative) within each DHR region:

- Director of the Area Agency on Aging
- Division of Family and Children Services Regional Manager
- Regional Services Administrator for Mental Health, Developmental Disabilities, and Addictive Diseases
- District Health Director
- Department of Labor Vocational Rehabilitation Regional Manager
- Department of Transportation Intermodal Program's Public Transportation District Representatives
- Other members as necessary and pertinent based on local decision

Service Operations

Days and Hours of Service - Transportation services are made available twenty-four (24) hours per day, seven (7) days per week. Core hours are between the hours of 6:00 am and 6:00 pm, Monday through Friday. Contractors also provide scheduled trips beyond these core hours and days as demand warrants that meet the needs of DHR consumers.

At a minimum, the contractor responds to telephone calls and facsimile (fax) messages from 8:00 am to 5:00 pm, Monday through Friday.

Reservations and Scheduling - DHR reservations are made by staff of human service providers who are authorized to do so. The DHR Regional Transportation Coordinator will provide the transportation contractor with a list of authorized human service providers.

Subscription Service Trips - Subscription service trips are scheduled with a predetermined notice to meet the repetitive travel needs of passengers. Trips are performed on a continuing basis.

Scheduled Response Service - Trips that are scheduled with a predetermined notice, and are not performed on a continuing basis.

Demand Response Service - Trips requested and performed on short notice.

Group Trips - Trips that involve transporting multiple passengers with the same point of origin and the same destination, and who intend to travel together.

Eligibility Determination - Clients may qualify for transportation services under a variety of programs administered by the Department of Human Resources. Program staff at the local level determines eligibility.

System Funding

The flow of funds into the transportation budget provides services and the flexibility to adjust where needed.

- The transportation system uses a single budget within the Office of Facilities and Support for all system transactions.
- The transportation budget has a base continuation budget comprised of federal and state funds. A portion of the State and Federal funds in the Transportation Services Section's budget are pooled to provide services to all client groups in all areas of the state. Additional funds may be brought in during the budget cycle through transfers from the divisions to support their respective programs.
- A portion of each program divisions' Social Services Block Grant (SSBG), Title III, State and Temporary Assistance for Needy Families (TANF) funds can be

allocated directly into the transportation budget to support their transportation needs.

- Funds from revenue contracts are brought in during the year and support the specific client groups for which contracted, such as Division of Aging Services, MHDDAD, and DOL Vocational Rehabilitation clients.
- As additional transportation needs are identified, program divisions may transfer additional funds to the transportation budget to support their clients' needs. These program funds may be TANF, State, Title III or SSBG.
- Trips are allocated to each division's clients based on base funding and other funds transferred into the transportation budget.
- Trips are then "purchased" out of the available fund base in the transportation budget.

In **FY 2004** the transportation system expended **\$26,958,017**. All the funds were used in purchase of service contracts. The total funds (by fund source) for FY04 are shown in the following pages.

Revenue Contracts

Funds of approximately **\$ 3,873,153** came from revenue contracts with both counties and other departments. The revenue contracts are agreements with agencies outside the department to provide transportation services. These entities then reimburse the system. Outside contract agencies include:

- Job Access and Reverse Commute Program (JARC) – **\$43,268** in Federal Job Access money to provide employment related transportation in Dekalb and Fulton Counties in FY04.
- Dekalb, Gwinnett and Fulton counties – These counties provided **\$3,100,604** for transportation services to its seniors and developmentally disabled for congregate meals and center activities.
- DOL GoodWorks (GW) Program – **\$17,142** in funds to support GoodWorks' transportation. Part of the FY04 GW transportation was being supported with TANF funds.
- Department of Labor Vocational Rehabilitation (VR) Program – Approximately **\$628,470** in services was provided to VR clients.
- Other programs - **\$83,669**.

**Figure 4
FY04 Fund Sources**

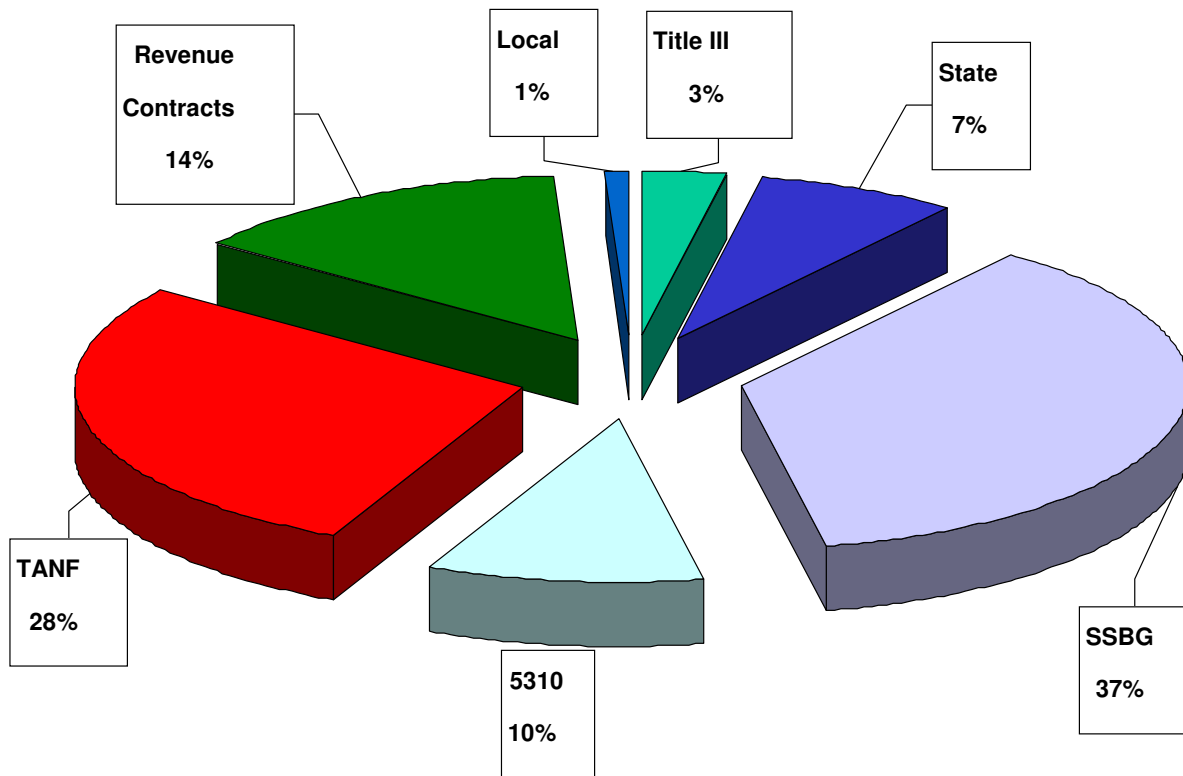


Figure 4, above, reflects the fund sources used by the transportation system during FY04. Federal Transit Administration Section 5310 funds are administered by the Department of Human Resources. Title III Older American Act funds are used for elderly clients, and are matched by local funds. Temporary Assistance to Needy Families (TANF) is used for low-income families and children. A portion of the Social Services Block Grant Funds (SSBG) are pooled along with state funds and used for all client groups.

**Figure 5
Expenses by Division FY 00 - FY 04**

Division	FY 00	FY 01	FY 02	FY 03	FY 04
Aging	\$1,773,817	\$6,411,802	\$6,366,661	\$6,946,266	\$ 8,093,251
DFCS	\$621,588	\$2,449,820	\$3,928,360	\$6,279,718	\$ 6,729,966
MH/DD/AD	\$4,066,585	\$8,069,065	\$9,990,286	\$10,584,549	\$10,549,235
Other	\$274,337	\$669,777	\$3,554,283	\$1,914,542	\$ 1,585,565
Total	\$6,736,327	\$17,600,464	\$23,745,759	\$25,725,075	\$26,958,017

Figure 5, above, lists dollar amounts per divisions and others for the transportation system as well as the total dollars for the past five (5) fiscal years.

Figure 6
System Expenditures FY00 - FY 04

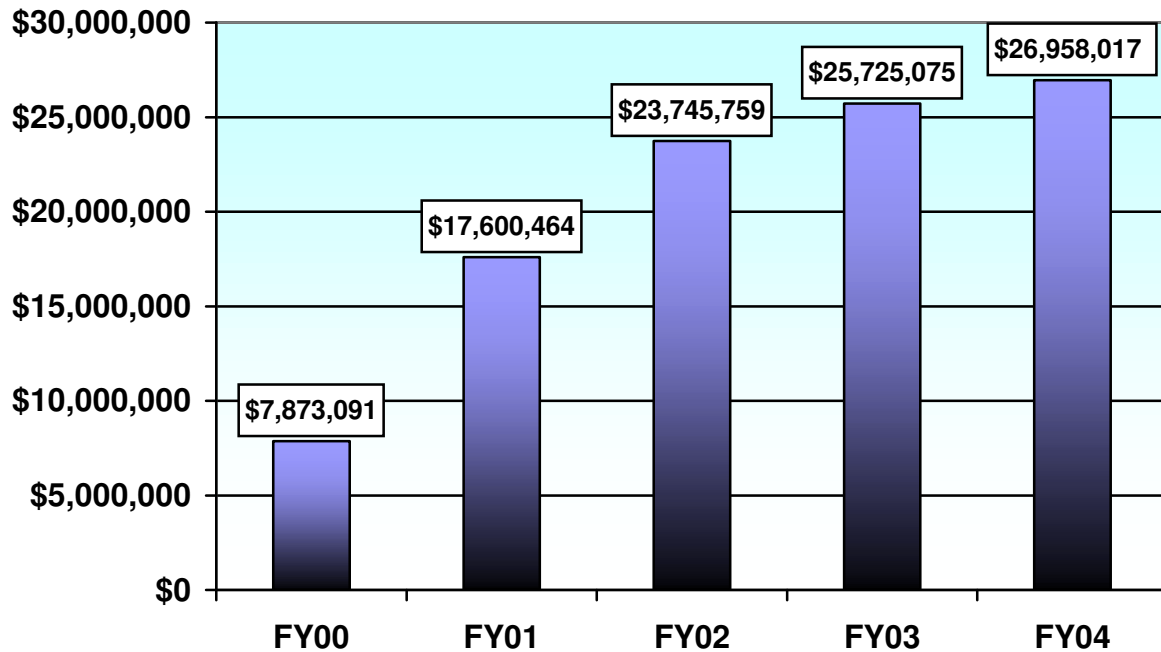


Figure 6, above, depicts the total program dollars spent for the transportation system during the past five (5) fiscal years.

Figure 7
Total Annual Costs per Client FY 00 - FY 04

Division	FY 00	FY 01	FY 02	FY 03	FY 04
Aging	\$495	\$1,235	\$1,220	\$977	\$1,097
DFCS	\$266	\$345	\$549	\$480	\$579
MH/DD/AD	\$1,368	\$1,908	\$2,398	\$1,999	\$2,114
Other	\$433	\$420	\$1,650	\$873	\$1,452
System Average	\$707	\$970	\$1,271	\$929	\$1,074

Figure 7, above, depicts the annual divisional and other costs per client for transportation services as well as the system average of during the past five (5) fiscal years.

Figure 8
Cost Per Trip
FY00 - FY04 with (FY05 Projected)

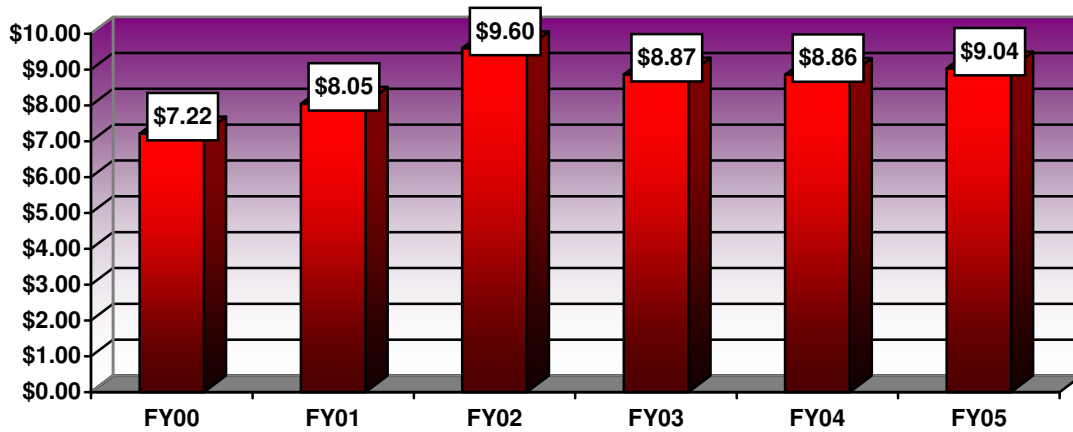


Figure 8, above, depicts the costs per trip for DHR transportation services during the past five (5) fiscal years (FY00 –FY04), and projects FY05 based on preliminary data through September 2004.

Figure 9
Number of Trips by Division FY04

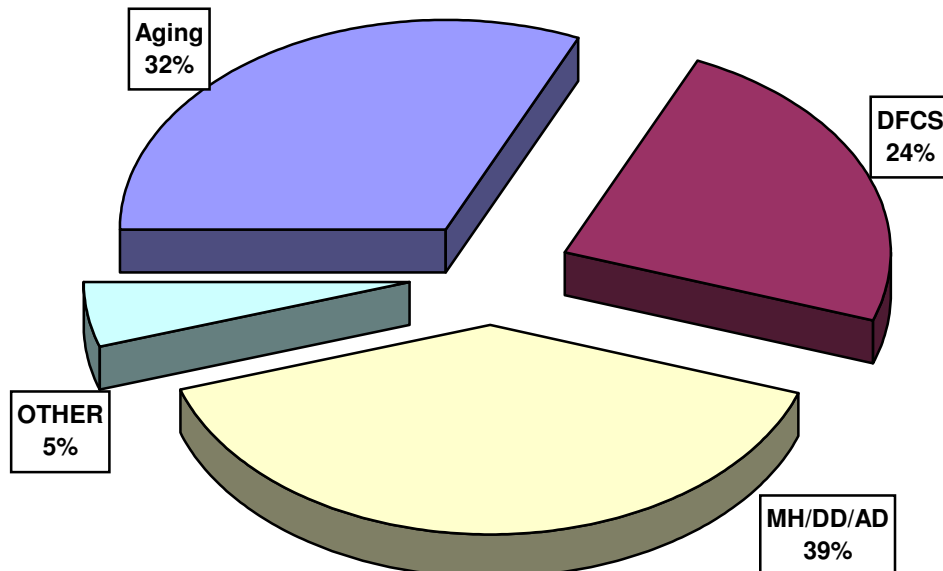


Figure 9, above, depicts in pie chart form, the percentage of divisional and other trips in comparison to the total transportation system number of trips for FY04.

Figure 10
Total Trips FY00 - FY04

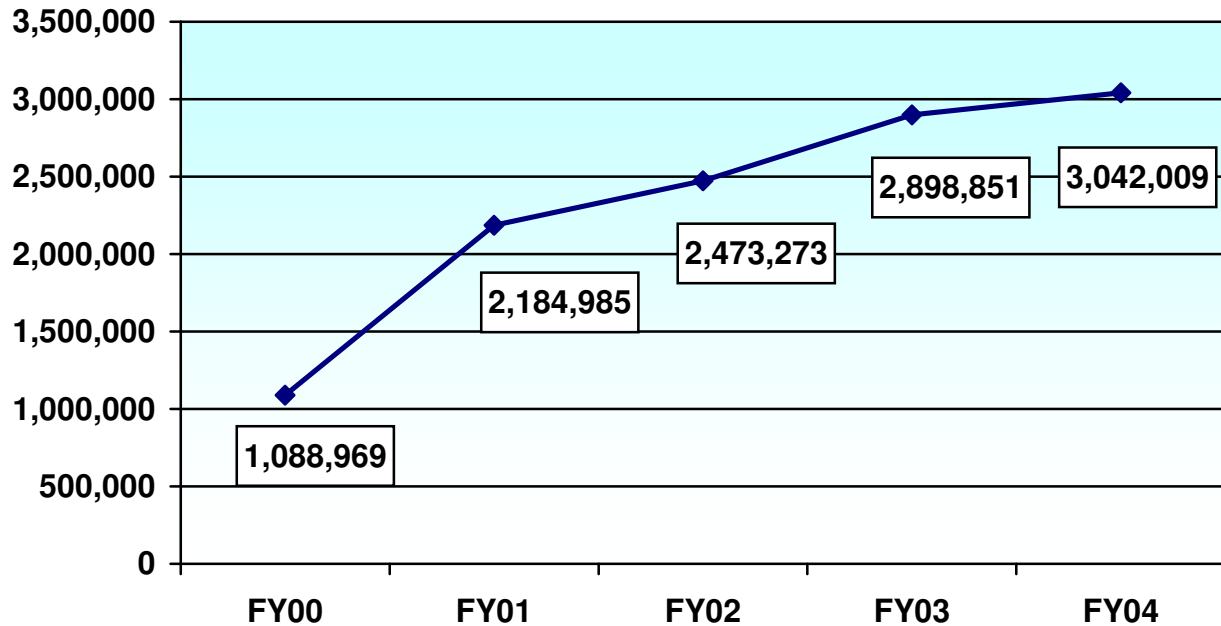


Figure 10 depicts the continuing increase in total trips provided since FY00. The small increase in trips between FY02 and FY03 is a result of the budget shortfalls experienced by the state during this period. Although there was only a small increase in trips, it should be noted that the cost per client figures during the period also decreased. Thus, trips increased while costs decreased during this period.

Figure 11
Number of Clients Served by Division FY 00 - FY 04

Clients	FY 00	FY 01	FY 02	FY 03	FY 04
Aging	3,583	5,189	5,215	6,879	7,377
DFCS	2,335	7,086	7,146	11,577	11,632
MH/DD/AD	2,972	4,227	4,166	4,866	4,991
Other	633	1,591	2,154	2,038	1,092
Total	9,523	18,143	18,681	25,360	25,092

Figure 11, above, depicts the number of clients transported per division and other as well as the total number of clients served during the past five (5) fiscal years.

Figure 12
Clients Served FY00 - FY04

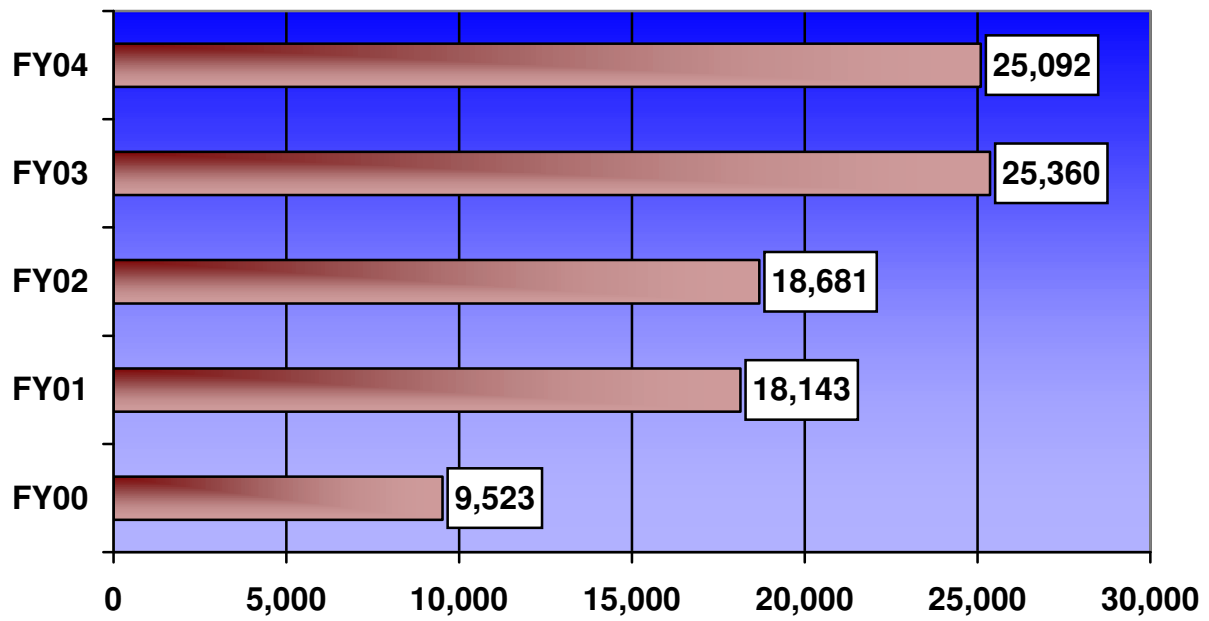


Figure 12, above, depicts the total number of clients transported clients served in the coordinated system during the past five (5) fiscal years.

DHR Vehicle Information

As of February 2004, there were **3,479** vehicles in the DHR fleet. The makeup of the fleet varies from sedans to vans to trucks and other miscellaneous vehicles; all used in the service of the Department and its personnel and clients or customers. The fleet averages just over **10** years old, with the average mileage being **111, 565** miles.

Figure 13
DHR Vehicle Information

DHR-Owned Vehicles Operated by DHR	Number
Administration	12
Mental Health Hospitals	604
DFCS	2
DHR-Owned Vehicles Operated by Other Entities	----
Aging	289
MH Community	2,389
Multi-Division	169
Public Health Districts	74
Grand Total	3,479

Figure 13, above, depicts the number of DHR-owned vehicles and how they are assigned for departmental use.

Figure 14
Coordinated Transportation Vehicle Information

	Number
# DHR-owned vehicles used in coordinated transportation	384
# Non-DHR-owned vehicles used in coordinated transportation	545
Total # vehicles used in coordinated transportation	929
# DHR-owned vehicles <u>not</u> used in coordinated transportation	3,095

Figure 14, above, depicts the number of DHR-owned and non-DHR vehicles used for the coordinated system, as well as the number of DHR-owned vehicles not being used in the coordinated system.

APPENDIX 1

Policy Development Study

In May 2002, a comprehensive Policy Development study was undertaken which evaluated the Coordinated Transportation System. The purpose of the study was to determine: (1) Is the coordinated transportation system meeting Georgia's needs; and (2) How can the system be improved? The findings of the study revealed the system is meeting client needs, but some improvements could be made. As an outgrowth of the study, a transportation committee was formed to implement the study's recommendations.

Transportation Committee

In September 2002, a Transportation Committee was established to carry out and implement the recommendations of the Policy Development Study. The Committee was developed to be an action element and effect change to the system. One of the most significant accomplishments of the Committee has been the completion of a transportation needs assessment.

Needs Assessment

Methodology

The needs assessment is a part of an evaluation of the Coordinated Transportation System that has been ongoing for the last year. Through this activity, gaps in services are identified and the program can be designed to meet these needs. Activities in a needs assessment involve the following:

- Analyses of current data;
- Conduct Focus groups, or surveys;
- Collection of data, evaluate strengths and conditions; and
- Evaluation of data, develop a Requirements Definition document.

The committee developed a survey form by which to gather data. The survey addressed two areas of need, and gathered core (essential) trip information:

- Additional transportation needs for current clients and
- Transportation needs for additional DHR clients.

Eleven focus groups were conducted throughout the state with all population groups to insure the questions were understood and responses would provide the data needed. The focus groups proved to be very helpful in configuring the questions. The final survey was sent through the program divisions to human service providers (or the

equivalent) in each division. Each division would actually perform the survey with assistance from designated members of the committee. The staff of Regional Transportation Offices provided key assistance throughout the entire process.

Core Trip Data

Since limited funding at present precludes all clients needing transportation services from getting it, some methodology was needed to focus efforts on only those clients needing “core” or “essential” trips on the system. Each division would define the specific definition of what a core trip is for their clients during the course of the survey. Each Division responded by providing definitions for core trips and prioritized core trip data. Below is a listing of core or essential trip data as defined by the DHR program divisions. Data was not interpreted or altered in any way. It is presented “as is”.

Data Compilation

The intent of the needs assessment was to gather unmet transportation requirements by division, by region. The survey was intentionally designed to insure that information would be returned in that format for compilation. Critical data items were clients and trips. Future cost data was computed based on gross domestic product estimates. Due to the volume of data, a separate Appendix was assembled which contains detailed information by division and by region. Below is an overview of the results of the needs assessment.

Current data in the below tables reflect those trips, costs, and clients served by the Coordinated Transportation system as of July 2004. **Projected** trips, clients and costs reflect those additional unmet transportation needs. Projected costs in FY05 (\$9.04 per trip) are based on information as of September 30, 2004.

The needs assessment reflects the total requirement (in FY05) for the system in terms of trips, costs and clients, by region. This information is useful at both the operational and management level in determining how and where to best use limited resources. Combining trip, cost and client data with core (essential) trip information allows needs and resources to be matched most efficiently. Focusing on the number one priority needs in areas where the transportation requirements are the greatest can now be accomplished. The needs assessment provides information needed to make decisions on where limited resources should be spent.

The initial needs assessment provides a baseline for future assessments, and a baseline to build on and improve procedures and survey methodologies. In the future a needs assessment will be conducted annually. Figures 14 through 19 show the results of these needs assessment.

Needs Assessment Results Core Trip Data

**Figure 15
Essential (Core) Trips for Aging**

<i>Priority</i>	<i>Type Trip</i>	<i>Percent of Total</i>
1	Trips to and from senior centers	54.4%
2	Trips to and from medical appointments	23.3%
3	Trips for shopping	16.3%
4	Trips for employment	4.1%
5	Field trips	1.2%
6	Trips to pay bills	.7%

Figure 15, above, depicts the basic core trips needed for Aging clients as specified by senior centers and others of the Division of Aging Services.

**Figure 16
Essential (Core) Trips for DFCS**

<i>Priority</i>	<i>Type Trip</i>	<i>Percent of Total</i>
1	Trips to and from employment, job training, and search for TANF assistance	58.7%
2	Trips to and from technical schooling and adult education classes	11.1%
3	Trips to and from WEX sites for F/S clients	6.1%
4	Trips to and from medical appointments	5.8%
5	Trips to and from mental health centers	4.1%
6	Trips for Non-TANF purposes	4.0%
7	Trips for Substance Abuse Treatment	1.1%
8	Trips for Social Service Clients	.4%
9	Miscellaneous trips	8.7%

Figure 16, above, depicts the basic core trips needed for DFCS clients as specified by county DFCS offices and others of the Division of Family and Children Services.

Figure 17
Essential (Core) Trips for MHDDAD

<i>Priority</i>	<i>Type Trip</i>	<i>Percent of Total</i>
1	Trips to and from employment locations	29.5%
2	Trips to and from day centers	26.5%
3	Trips to and from mental health appts	15.8%
4	Trips for community training/activities	9.9%
5	Trips to and from Job training	5.8%
6	Trips to and from medical appointments	4.6%
7	Trips to and from social services	4.3%
8	Miscellaneous trips	3.6%

Figure 17, above, depicts the basic core trips needed for MHDDAD clients as specified by MHDDAD centers and others of the Division of Mental Health, Developmental Disabilities and Addictive Diseases.

Figure 18
Essential (Core) Trips for CSE/Fatherhood

<i>Priority</i>	<i>Type Trip</i>	<i>Percent of Total</i>
1	Trips to and from school	38.0%
2	Trips to and from jobs	27.6%
3	Trips to and from job search and placements	9.6%
4	Trips to and from job training	8.4%
5	Trips to and from Workshops/Assessments	4.9%
6	Trips to and from CSE agent	.7%
7	Trips for Fatherhood	.7%
8	Miscellaneous trips	10.1%

Figure 18, above, depicts the basic core trips needed for CSE/Fatherhood Initiative clients as specified by the division and others.

Figure 19
Essential (Core) Trips for Public Health

<i>Priority</i>	<i>Type Trip</i>	<i>Percent of Total</i>
1	Trips to and from immunizations	33.3%
2	Trips to and from clinics and stores	22.2%
3	Trips for prenatal appointments/clinic	22.2%
4	Trips to and from scheduled medical appointments	22.2%

Figure 19, above, depicts the basic core trips needed for public health clients as specified by the division and others.

Figure 20
Needs Assessment Client Data

Division	Current Clients	Projected Clients	Total Clients	% Needs Currently Met
Aging	7,377	6,355	13,732	54%
DFCS	11,632	28,713	40,345	29%
MHDDAD	4,991	2,755	7,746	64%
Other	1,092	12,725	13,817	9%
Totals	25,092	50,548	75,640	33%

Figure 20, above, depicts the current DHR clients by division, and the projected additional number of DHR clients for total coverage for the Department.

Figure 21
Needs Assessment Cost Data

Division	Current Costs	Projected Costs	Total Costs	% Costs Currently Met
Aging	\$8,093,251	\$15,568,150	\$23,661,401	34%
DFCS	\$6,729,966	\$23,115,355	\$29,845,321	23%
MHDDAD	\$10,549,235	\$14,597,503	\$25,146,738	42%
Other	\$1,585,565	\$7,489,341	\$9,074,906	17%
Totals	\$26,958,017	\$60,770,349	\$87,728,366	31%

Figure 21, above, depicts the current DHR dollars by division, and the projected additional number of DHR dollars needed for total coverage for the Department.

Figure 22
Needs Assessment Trip Data

Division	Current Trips	Additional Needed Trips	Total Needed Trips	% Trips Currently Met
Aging	962,947	1,668,612	2,631,559	36%
DFCS	718,152	2,477,530	3,195,682	22%
MHDDAD	1,210,421	1,564,577	2,774,998	44%
Other	150,489	652,246	802,735	19%
Totals	3,042,009	6,513,454	9,404,974	32%

Figure 22, above, depicts the current number of DHR trips by division, and the projected additional number of DHR trips for total coverage for the Department.

APPENDIX 2

Portions of the following were first printed in the CCAM July, 2004 newsletter:

UNITED WE RIDE

Presidential Executive Order on Human Service Transportation Coordination

On February 24, 2004, President Bush signed the Executive Order on Human Service Transportation Coordination. The Executive Order (EO) calls for action to enhance access to transportation to improve mobility, job opportunities and access to services for people who are transit dependent. The principle behind the EO is that there are too many federally funded transportation services with complex restrictions and regulations. In fact, there are 62 federal programs that fund transportation services. The sheer number of options---and the variety of requirements and access points---can make getting around confusing. Multiple federal agencies need to work together to ensure transportation services are seamless, comprehensive and accessible. The EO establishes a Coordinating Council that consists of 10 Federal agency leaders chaired by the Secretary of Transportation. The Council is responsible for identifying and implementing strategies to improve coordination of human service transportation services over the next year. Federal Workgroups have been formed and are currently meeting to achieve the tasks outlined by the President.

FTA and Federal Partners Seek Applications for UWR State Coordination Grants

The Federal Transit Administration (FTA) has announced the availability of \$1 million in State grants for human service transportation coordination efforts. The agency is asking States to submit proposals for the State Coordination Grants, which is a component of the United We Ride (*UWR*) initiative. State Coordination Grants may be used to assist States in:

1. Conducting a comprehensive State assessment using the UWR Framework for Action
2. Developing a comprehensive State action plan for Coordinating Human Service Transportation
3. Implementing one or more of the elements identified within the Framework for Action (for those States that have an established a comprehensive State action plan).

On June 29, 2004, Federal Transit Administrator (FTA), Jennifer Dorn, invited her colleagues from across a variety of federal program areas to meet in Washington D.C., to review and discuss a draft Action Plan for Implementing the Executive Order on Human Service Transportation. Attendees included representatives from the National Council on Disability, the White House, and the U.S. Departments of

Agriculture, Education, Health and Human Services, Housing and Urban Development, Labor, Transportation and Veterans Affairs.

The Federal Interagency Coordinating Council on Access and Mobility created a draft Action Plan, which encompasses 6 goals:

1. Education and Outreach
2. Consolidated Access
3. Regulatory Barriers and Relief
4. Coordinated Planning Process
5. Cost Allocation
6. Useful Practice

The Georgia Plan

Representatives from the Departments of Human Resources, Transportation, and Labor joined counterparts from across the nation in Washington during this initial planning phase of the *United We Ride* program. These Georgia representatives drafted an action plan by which the state would address issues derived from the U-W-R Conference. Subsequently, meetings have been held to further discuss coordinating issues. The DOT, in conjunction with support from DHR, has submitted an application on behalf of the state for U-W-R funding.

In addition to the initial meeting in Washington, subsequent regional meetings have been held around the country. Representatives from DHR, DOT, DOL, and DCH participated in the southeast regional meeting held in Atlanta in October.

Parallel to the U-W-R project, there are ongoing initiatives to create a statewide coordinating council involving those state departments and others interested in pursuing greater degrees of coordinating state-sponsored transportation. These initiatives include involving the Governor's Office. DHR has recommended the creation of a Statewide Coordinating Council which would include representation from the Governor's Office, State Senate, State House of Representatives, OPB, DOAS, DHR, DOT, DCH, DOL, GRTA, and others.